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# HERVE HEDBERT



## EDUCATION

**VOLTAIRE**  
*Nimes, Occitanie*  
**Hospitality Management**  
*(Jun 1985)*

## ADDITIONAL SKILLS

French mother tongue, English  
Fluent, Italian working  
level, Bahasa Indonesia working  
level

Operation  
Management, Performance



Management, Revenue trend  
Analysys

Marketing Promotion, Strategy  
to Increase GOP, SOP  
Development

System:  
Excel, Micros, Fidelio, Opera, Com  
anche, Smile,

## CERTIFICATIONS

Crowded Management  
USPH/HACCP CERTIFICATE  
Hospitality Degree

## EXPERIENCE

**INTERIM GENERAL MANAGER**  
**FRENCH GOVERNMENT TOURISM**  
**OCT 2020/ APRIL 2021**

- Production and oversight of all financial information including management accounts and KPIs; Forecasting, budgeting, and planning on a monthly, annual, and five-year basis;

**HOTEL GENERAL MANAGER 50 ROOMS PRE OPENING**  
**BHI, Manila, Manila / Jun 2017 - May 2019**

- Pre-opening team Recruiting, Training Preparing budget, Business sales plan Generate a gross profit 36% in 9 month
- Answer inquiries pertaining to hotel policies and services, and resolve occupants' complaints.
- Participate in financial activities such as the setting of room rates, the establishment of budgets, and the allocation of funds to departments.
- Collect payments and record data pertaining to funds and expenditures.
- Prepare required paperwork pertaining to departmental functions.

**HOTEL GENERAL MANAGER 190 ROOMS 4 OUTLETS PRE OPENING**  
**Starcity Hotel, Nha trang, Nha trang / Avril 2015- Jan 2017**

- Opening team work with finance and sales plan Increase Room revenue 21% in 8 month
- Monitor the revenue activity of the hotel or facility.
- Coordinate front-office activities of hotels or motels, and resolve problems.
- Participate in financial activities such as the setting of room rates, the establishment of budgets, and the allocation of funds to departments.
- Develop and implement policies and procedures for the operation of a department or establishment.
- Perform marketing and public relations activities.



## DEPUTY GENERAL MANAGER 250 ROOMS 6 OUTLETS

*Promise land , Hualien, Hualien / Dec 2013 - Dec 2014*

- Oversee activities directly related to making products or providing services.
- Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, or distribution of products.
- Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.
- Manage staff, preparing work schedules and assigning specific duties.

## From June 2012 to October 2013: General Manager

**Aureum Bagan Palace Myanmar (114 Villas, 5 Outlets)**

- Develop, Manage control the hotel revenue and expense budgets.
- Analyze Profit & Loss and General Ledger statements. Submit P&L
- Review and approve the hotel payroll.
- SOP/ Guest satisfaction
- (Revenue : 0,6 M\$ à 1,2M\$ 2 years TO 90% )

## OPERATION MANAGER 300 ROOMS 5 OUTLETS PRE-OPENING

*Ramada Sakala, Benoa, Bali / May 2011 - May 2012*

- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Inventory stock and reorder when inventory drops to a specified level.
- Plan budgets and authorize payments and merchandise returns.
- Pre opening Team

## RESIDENT MANAGER 30 ROOMS 2 OUTLETS PRE OPENING

*Ansara Hotel, Vientiane, Laos/ Feb 2010 - Mar 2011*

- Inspect guest rooms, public areas, and grounds for cleanliness and appearance.
- Answer inquiries pertaining to hotel policies and services, and resolve occupants' complaints.
- Participate in financial activities such as the setting of room rates, the establishment of budgets, and the allocation of funds to departments.
- Manage and maintain temporary or permanent lodging facilities.
- Interview and hire applicants.
- Assign duties to workers, and schedule shifts.
- Pre opening Manager





CONDÉ  
NAST

#### **OPERATION MANAGER FOOD & BEVERAGE**

***Al Hamra Fort 400 rooms 10 outlets, Ras al Khaimah, Ras Al Khaimah / Nov 2008 - Jan 2009***

- Investigate and resolve complaints regarding food quality, service, or accommodations.
- Monitor budgets and payroll records, and review financial transactions to ensure that expenditures are authorized and budgeted.
- Establish standards for personnel performance and customer service.
- Plan menus and food utilization based on anticipated number of guests, nutritional value, palatability, popularity, and costs.
- Review work procedures and operational problems to determine ways to improve service, performance, or safety.

#### **BAR/ RESTAURANT MANAGER**

***Raffles Resort canouan Island 156 villas 8 outlets, Canouan island, Canouan Island / Sep 2007 - Sep 2008***

- Train workers in food preparation, and in service, sanitation, and safety procedures.
- Perform various financial activities such as cash handling, deposit preparation, and payroll.
- Resolve customer complaints regarding food service.
- Control inventories of food, equipment, smallware, and liquor, and report shortages to designated personnel.
- Purchase or requisition supplies and equipment needed to ensure quality and timely delivery of services.
- Observe and evaluate workers and work procedures to ensure quality standards and service, and complete disciplinary write-ups.
- Assign duties, responsibilities, and work stations to employees in accordance with work requirements.
- Analyze operational problems, such as theft and wastage, and establish procedures to alleviate these problems.

#### **BAR/ RESTAURANT MANAGER**

***Moorea Pearl Resort french Polynesia 120 rooms 3 outlets, Maharepa, Moorea / Apr 2004 - Aug 2007***

- Forecast staff, equipment, and supply requirements based on a master menu.
- Recommend measures for improving work procedures and worker performance to increase service quality and enhance job safety.
- Greet and seat guests, and present menus and wine lists.
- Schedule parties and take reservations.
- Develop departmental objectives, budgets, policies, procedures, and strategies.
- Train workers in food preparation, and in service, sanitation, and safety procedures.

## **BAR MANAGER**

*Le Meridien Bora Bora, Vaitape, Bora Bora / May 2003 - Mar 2004*

- Stock bar with beer, wine, liquor, and related supplies such as ice, glassware, napkins, or straws.
- Plan, organize, and control the operations of a cocktail lounge or bar.
- Plan bar menus.
- Create drink recipes.

## **REFERENCES**

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**Brigette Lagman HR Director, BHI**

- *hrd@boulevardholding.com - Hrd*

**Van Loi Owner Representative, OCEAN GROUP**

- *archicompo@gmail.com - OWNER REP.*

**Michio Shintaku General Manager, Promise Land**

- *mgshin125@gmail.com - General Manager*

